

## INF/UK Complaints Policy

### If you wish to make a complaint...

We try to meet the high standards we set ourselves at all times, and so we hope that you won't need to complain. But we understand there are times that you will need to and we will take your complaint seriously and correct our mistake, where necessary and appropriate. Please contact us by phone, email, via the website or letter and we will:

- If by phone, we will try and resolve your complaint immediately
- Otherwise, we will confirm we have received your complaint and record it
- Investigate the complaint
- Correct what went wrong if possible and appropriate
- Advise you what we have done and why. (And what we haven't done, if we cannot change)
- Where necessary and appropriate, change the way we work to avoid the same problems in the future

We will endeavour to deal with your complaint within 10 working days, but will acknowledge your complaint and that we're investigating it.

We will treat your complaint with respect and courtesy. But there will be times we are unable to address your complaint. These are:

- When your complaint is anonymous
- When a complaint is illegible or incoherent
- When a complaint/complainant is offensive, abusive or prejudiced.
- When a complaint is about something that's not connected to INF

As always, thank you for your contact with INF. If you have any questions or concerns, please just get in touch!

INF/UK, 24 Weoley Park Road, Selly Oak, Birmingham, B29 6QX

T: 0121 472 2425 E: [enquiries@inf.org.uk](mailto:enquiries@inf.org.uk) W: [www.inf.org.uk](http://www.inf.org.uk)

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